




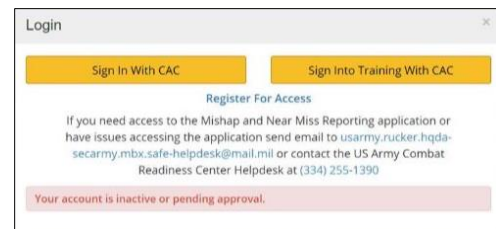
# Mishap & Near Miss Reporting (MNMR)

## Frequently Asked Questions

Please Note: if you are experiencing **any** issues with the reporting tool, please verify that you are using Chrome  or Edge  as your browser. **Do Not** use Internet Explorer (IE)  - the system is not compatible with this browser.

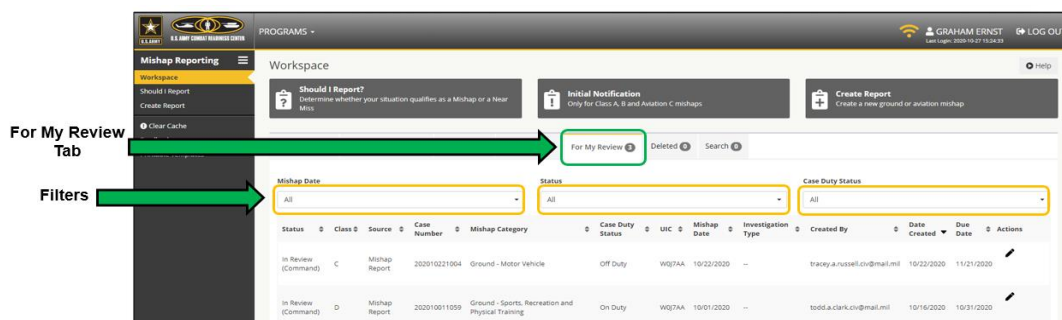
### 1. I requested an account but I can't login and I am getting the following message on the login screen:

Please check with your supervisor to see if they have approved your request. If your supervisor cannot approve your account (invalid error) or they did not receive an email, please make sure you provided a mail.mil email address for them. When they are attempting to approve your account, they should do so in Chrome or Edge. IE does not always function properly. Even though you see the error, attempt to click on the sign in bar to access the system. Don't click on the register for access link. If that does not work, contact the helpdesk.

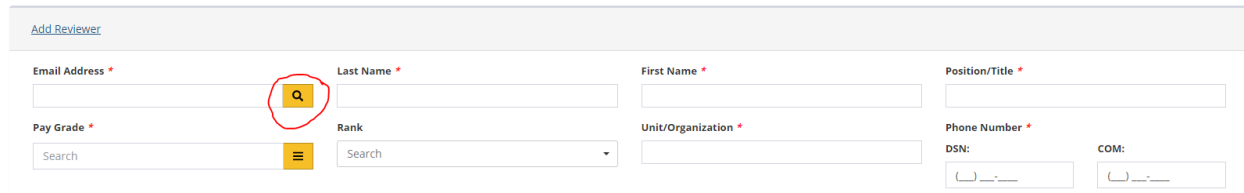


**2. Why does it take so long to load a page?** We acknowledge we have a performance issue and are working diligently to get this fixed. We expect to see a marked improvement over the next few months.


**3. I am listed as a reviewer on a report, why can't I action it?** To complete a review on a report, whether you are a command reviewer or a board member, you must do so from the "For My Review" tab. Once you click on the "For My Review" tab, please ensure your filters are set correctly – **or set to all**. Note: Each tab has its own filters. Also, we have new filters in the workspace headers – if any of the funnel icons are yellow, click on it and reset the filter. If you still don't see your report, go to the mishap date filter, set it to a different date range and then change it back to all. If that doesn't work, check with the previous reviewer to see if they can still see the report in their workspace – be sure to have them check their filters as well – they may not have completed all the review steps. See FAQ 12.




**4. Why can't I add a reviewer to my report?** To add a reviewer, you must be the submitter (creator), POC, RSO, board member, or a reviewer and the report must pass the audit. To see if the report has cleared the audit, go to the mishap review tab in the report and ensure the user provided all the required information. Any red indicates there is a problem in that section. You can click on the section and hit the edit button and it will take you to the area that is missing information. Next, ensure you have both a POC and RSO listed on the reviewer and comments page. If both are there, you should see the "add reviewer" link below them. Click on the link. To add the Reviewer, you must use the search feature in the Email Address field:



[Add Reviewer](#)

Email Address \*  Last Name \* First Name \* Position/Title \*

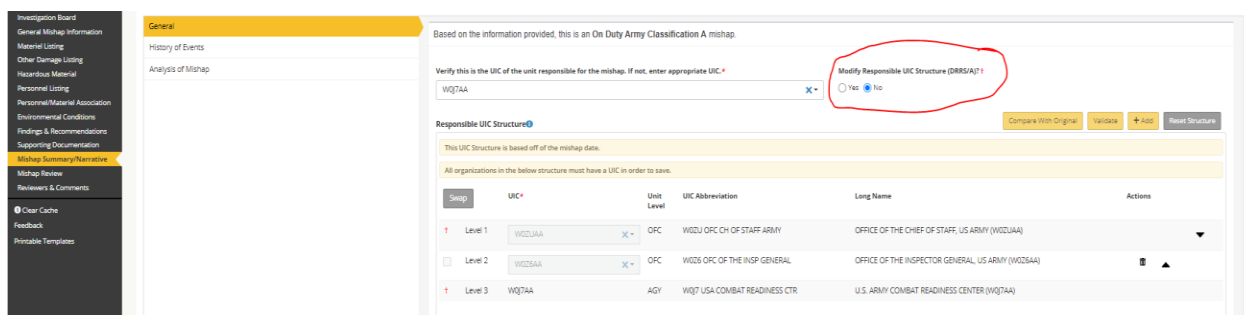
Pay Grade \* Rank Unit/Organization \* Phone Number \*

Search  Search DSN: COM:

Once you click on the search feature, if you use the email lookup it must be a .mil email address. If you are unable to pull in this individual's information in and used something other than a @mail.mil address, try using the @mail.mil. If that does not work, switch to the EDIPI and try entering the EDIPI (DODID). The reviewer must register to access the report.

**5. How do I add more than one reviewer to my report?** Currently, you can only add one reviewer to the report at a time. After the submitter/POC/RSO adds the first reviewer, it is up to the current reviewer to add the next reviewer. New procedures for routing reports will be out later this year in the Safety Officer module so that reports can be auto routed based on category and class.

**6. How do I save the UIC Mishap structure? I tried modify it, but my changes did not save even though I clicked the save button.** First, ensure the "modify responsible UIC" radio button is set to "yes". Then make the modifications and hit the save button at the bottom of the page. If that does not work, verify that you are using Chrome or Edge. Note: The submitter, POC, or RSO can make changes to the report as long as it is in a status of investigation ongoing or returned.



Investigation Board  
General Mishap Information  
Material Listing  
Other Damage Listing  
Hazardous Material  
Personnel Listing  
Personnel/Material Association  
Environmental Conditions  
Findings & Recommendations  
Supporting Documentation  
Mishap Summary/Narrative  
Mishap Review  
Reviewers & Comments  
Clear Cache  
Feedback  
Printable Templates

General  
History of Events  
Analysis of Mishap

Based on the information provided, this is an On Duty Army Classification A mishap.

Verify this is the UIC of the unit responsible for the mishap. If not, enter appropriate UIC. \*

WQ7AA

Modify Responsible UIC Structure (DRR5A)?  
☐ Yes ☒ No

Compare With Original Save Add Reset Structure

This UIC Structure is based off of the mishap date.

All organizations in the below structure must have a UIC in order to save.

Step	UIC *	Unit Level	UIC Abbreviation	Long Name	Actions
1	WQZJAA	ORC	WQZJ ORC CH OF STAFF ARMY	OFFICE OF THE CHIEF OF STAFF, US ARMY (WQZJAA)	
2	WQZSAA	ORC	WQZS ORC OF THE INSP GENERAL	OFFICE OF THE INSPECTOR GENERAL, US ARMY (WQZSAA)	
3	WQ7TAA	AGY	WQ7 USA COMBAT READINESS CTR	U.S. ARMY COMBAT READINESS CENTER (WQ7TAA)	

**7. How do I add supporting documents into my report?** Please verify that you are using Chrome or Edge as your browser. Then, on the supporting documentation tab for the report click on upload and select the file. Then identify the association. Once the required dropdowns are complete, select upload. Your file should appear right below the upload section if it was successful. You may need to break the file up if it is bigger than 10MGs. The system does not accept PDF portfolios. Please attempt to open the file after you upload it to ensure there are no issues with the PDF. You can also use the paper clip icon in your workspace to get to the supporting documents tab.

**8. I had a report that was awaiting information and when I went into the reporting tool today, it is missing. What happened to my report?** Please verify that the filters in your workspace are set correctly for the report you are looking for. Note: Each tab has its own filters.

The screenshot shows the 'Workspace' tab of the Mishap & Near Miss Reporting tool. Annotations include:

- Workspace Tabs:** Points to the left sidebar with options like 'My Reports', 'Investigation Board', 'Near Miss', 'My Purview', 'Top My Review', 'Deleted', and 'Search'.
- Workspace Filters:** Points to the 'Mishap Date' and 'Status' dropdown menus.
- Workspace Headers:** Points to the table headers: Status, Class, Source, Case Number, Mishap Category, Case Duty Status, UIC, Mishap Date, Investigation Type, Date Created, Out Date, and Action.
- Action Buttons:** Points to the icons in the 'Action' column of the table.

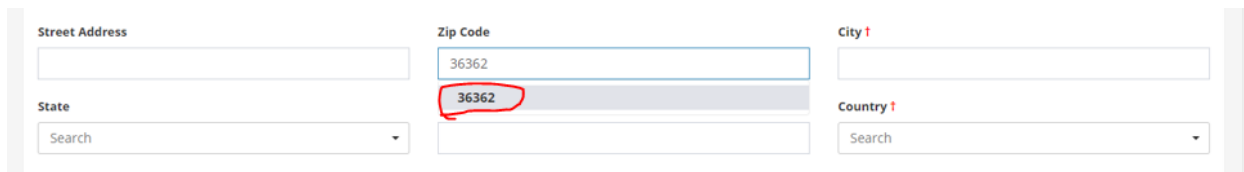
Status	Class	Source	Case Number	Mishap Category	Case Duty Status	UIC	Mishap Date	Investigation Type	Date Created	Out Date	Action
Investigation Ongoing	A	Mishap Report	2020082001	Ground - Motor Vehicle	Reserve Component Non-Duty	W08L04	08/20/2020	--	08/20/2020	--	[Icons]
Draft	A	Initial Notification	20200821001	Ground - Motor Vehicle	--	--	08/21/2020	--	08/20/2020	--	[Icons]
Investigation Ongoing	A	Initial Notification	20200822001	Ground - Sports, Recreation and Physical Training	Off Duty	W07D04	08/22/2020	HA	08/20/2020	10/20/2020	[Icons]

**9. Where can I find more information about this system?** While on the landing page, you can view the orientation video that is located on the right-hand side of the page. There is also a library of videos at the bottom of the landing page and each section of the tool has a help section at the top of the workspace. In addition, you can find more reporting and investigation tools and tips at <https://safety.army.mil/REPORTING-INVESTIGATION>.

The screenshot shows the landing page for the Mishap & Near Miss Reporting tool. Annotations include:

- Benefits:** A list of four benefits: Streamlined Reporting, Streamlined Reading and Submission, Enhanced Visibility, and Analytics Integration.
- Interested in attending a webinar?** A section with a 'Get started webinar?' button and a 'Stay tuned for more upcoming webinars' link.
- Video Tutorials:** A section with a 'Get Started with Online Video Tutorials' button and a video player showing the 'Mishap and Near Miss Reporting Module'.

**10. How do I get a zip code to save in my report?** When you start typing the zip code into the report, you will notice that zip codes start to appear in the dropdown menu. You must click on the zip code in the dropdown menu for it to save in your report:

A screenshot of a web form with three columns. The first column has 'Street Address' and 'State' fields. The second column has a 'Zip Code' field with a dropdown menu open, showing '36362' as a suggestion. The third column has 'City' and 'Country' fields. The 'Zip Code' field is highlighted with a red circle.

**11. I am trying to add the board members to a report but after I add the board president or recorder, the system prevents me from accessing the report.** We designed the system to restrict access to the report until the board has entered all the necessary information, completed their deliberative process, and they have submitted the report for command review. This will usually occur after the board briefs the command. As soon as the POC enters either the Board President (BP) or Board Recorder (BR) to the report, the system will prevent anyone that not identified as a board member from accessing the report. The assigned board members will be able to access the report from the Investigation Board tab and enter information, but only the BP or BR can add additional board members.

**12. The report is stuck “In Review” even though my commander or the reviewer signed it.** If it looks as though the current reviewer has signed the report and it has not moved, it could be that the current reviewer has not completed the required steps. To verify this, go to your workspace, look for the silhouette in action area and hover over it to see who has the report. If the current reviewer’s name displays, then most likely they did not complete all of the review steps. Ask him or her to go to their review tab and check to ensure they have completed all of the steps. If you are not sure how to complete these steps, click on the Reviewer Instructions resource document at <https://safety.army.mil/Reporting-Investigation>.

**13. I can’t submit my report and it indicates the classification is “not yet calculated.”** First, verify that you have entered a recordable severity of injury for the individual or recordable property damage. If you have done so and the mishap is still not calculating, go to the injured individual’s injury severity and change it to a different severity level and hit the save button. If it calculates, change it back to the appropriate severity level and save it again. If it doesn’t calculate, contact the helpdesk.

**14. Why does the map change after I enter the zip code?** There are intermittent issues with the map. We are working to address this issue and hope to have resolved soon. A work around is to select manually enter the information. You can use <https://www.calculatorsoup.com/calculators/conversions/convert-decimal-degrees-to-degrees-minutes-seconds.php> to assist you in converting decimal degrees to minutes-seconds.